

WorkSource Self Service Membership System (SSMS) Pilot Site Expectations

Date: 2/17/2010

EXPECTATION

Pilot sites will provide feedback of their experiences with implementation and business preparedness for the WorkSource Self Service Membership System (SSMS). We want to know whether or not we have adequately prepared you for this implementation.

PURPOSE

The purpose of piloting the WorkSource Self Service Membership System (SSMS) in office locations is to gain insight on implementation efforts. We want to know how we can better prepare other offices for implementation.

RESULTS

Pilot site results will be compiled and will help determine how to implement statewide. This information will also help other areas prepare for implementation.

PROCESS

Time Table of Events

DATE	ACTIVITY	RESPONSIBILITY
Week of 2/16/10	Information for Pilot Sites	Rachel Johnston and Julie Meyer will provide pilot sites with information on pilot site implementation
Week of 2/22/10 Week of 3/1/10	Teleconference with Pilot Sites	Julie and Rachel will coordinate a teleconference with pilot sites to review implementation information.
3/8/10	WorkSource SSMS is loaded on Resource Room Computers	<ul style="list-style-type: none">• ESD Tech Support for WS Spokane• IT Contact (Michael Choy) for WS Aerospace Center at Edmonds Community College
3/8/10 – 3/11/10	Complete Pilot Site Questions	<ul style="list-style-type: none">• Offices decide whether or not they want two or more staff to answer questions.• Both offices complete questionnaires. Answers can be combined from several staff and submitted as one.
3/12/10	Completed questionnaires	Offices submit their questionnaires to Rachel Johnston

		rjohnston@esd.wa.gov or Julie Meyer jmeyer@esd.wa.gov by close of business (5:00 p.m.).
3/15/10 – 3/16/10	Compile answers to questionnaires	Rachel Johnston and Julie Meyer
3/16/10	Distribute answers to questionnaires	Rachel and Julie will distribute the compiled answers to questionnaires to WorkSource SSMS Steering Committee members and Pilot Site offices
3/17/10	Implementation Approach	WorkSource SSMS Steering Committee members will decide on implementation approach

QUESTIONS:

What was your office experience of the SSMS implementation?

	Question to Pilot staff	Staff response
1	Did you spend more time with customers than usual? If yes, how much more time and why?	
2	Did you increase the staff presence in the Resource Room? If yes, did you need to?	
3	Did the Implementation Preparedness Package adequately prepare you?	
4	Did the training adequately prepare you?	
5	Did the staff component of SSMS take more time to use than you expected? If so, which section?	
6	Did you have an increase of password resets?	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>
7	Did you have adequate technical support? How well did your technical support respond to your technical issues?	
8	Did the technical desk aid adequately prepare you? Was the technical desk aid easy to follow?	
9	Was SSMS successfully installed and available on all resource room	

	computers?	
10	Where applicable: was SSMS successfully installed and available on all training computers?	
11	Did you have a higher than normal volume of computers shutdown by job seekers? (High, Medium, Low)	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>
12	How would you rate the response time of the SSMS Staff component? Was movement through the screens, and accessing or clearing data quick or sluggish?	Excellent <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/>
13	How would you rate the response time of the SSMS Job Seeker component? Did you observe or did seekers report movement through the screens to be quick or sluggish?	Excellent <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/>

Comments:

